

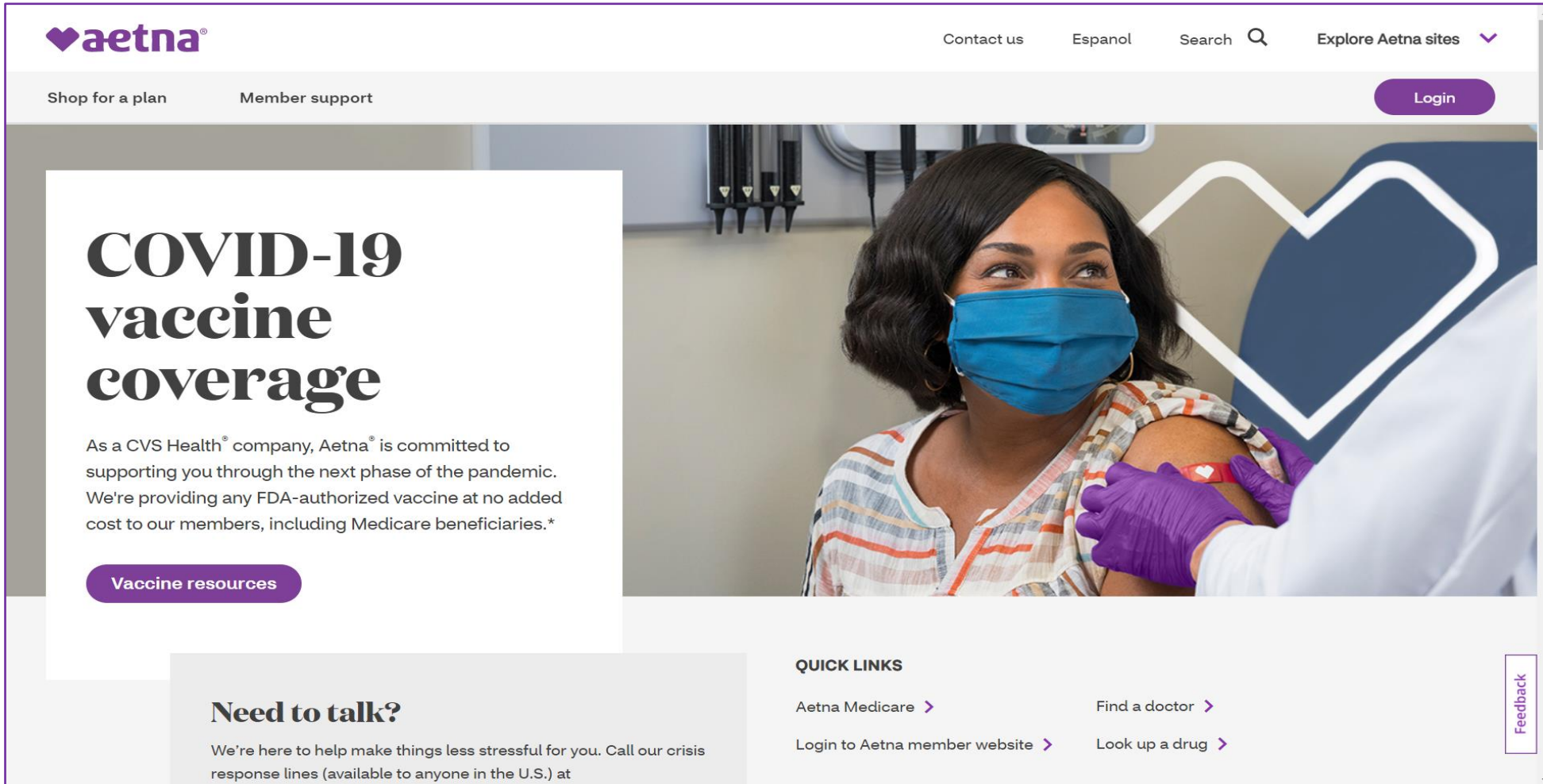


Simple Steps To A Healthier Life

Member Experience – How to earn rewards for completing the health assessment and online coaching program

It all starts by accessing your secure member website

Log-on or register for your secure member website from www.aetna.com



The screenshot displays the Aetna website's homepage. At the top, the Aetna logo is on the left, and navigation links for 'Contact us', 'Espanol', 'Search', and 'Explore Aetna sites' are on the right. Below the header, there are links for 'Shop for a plan' and 'Member support', along with a 'Login' button. The main content area features a large banner for 'COVID-19 vaccine coverage'. The banner includes a photograph of a woman wearing a blue face mask and a striped shirt, with a healthcare worker in purple gloves administering a vaccine to her shoulder. To the left of the photo, the text reads: 'COVID-19 vaccine coverage. As a CVS Health® company, Aetna® is committed to supporting you through the next phase of the pandemic. We're providing any FDA-authorized vaccine at no added cost to our members, including Medicare beneficiaries.*' Below this text is a 'Vaccine resources' button. At the bottom of the banner, there is a 'Need to talk?' section with a message about crisis response lines. To the right of the banner, a 'QUICK LINKS' section lists: 'Aetna Medicare', 'Find a doctor', 'Login to Aetna member website', and 'Look up a drug'. A vertical 'Feedback' button is located on the far right edge of the page.

COVID-19 vaccine coverage

As a CVS Health® company, Aetna® is committed to supporting you through the next phase of the pandemic. We're providing any FDA-authorized vaccine at no added cost to our members, including Medicare beneficiaries.*

Vaccine resources

Need to talk?

We're here to help make things less stressful for you. Call our crisis response lines (available to anyone in the U.S.) at

QUICK LINKS

- Aetna Medicare >
- Find a doctor >
- Login to Aetna member website >
- Look up a drug >

Feedback

Choose the Member option to access your secure member web site

aetna

Contact us Espanol Search Explore Aetna sites

Who we are Initiatives Investors Health section **Login**

Select your role to login

Member >

Agents/Brokers

Employer

Medical Provider

MEMBER LOGIN

Find care, manage costs, try a health program and more. It's all about you.

If you're a Medicare member [login here](#).

Login

Forgot your [username](#) or [password](#)?

DON'T HAVE AN ACCOUNT?

It's easy to register. And when you do, you'll get access to tools, tips and programs to help you reach your healthiest you.

Register

HAVING TROUBLE SIGNING IN

We're here to help. Just [contact Member Services](#). Or call the number on your ID card.

Download the new Aetna HealthSM app to make it easier to manage your benefits on the go!


Feedback

Enter your user name and password, or click to register

New Member Login - Aetna's me

Aetna Inc. [US] | https://member.aetna.com/appConfig/login/login.fcc?

AppsPMAPS WebPro Aet...MedQuery_Sharepo...Home - Team SiteNCM Aetna Connec...Aetna SitesAncillary Product Li...SharePoint SitesHealth and Wellnes...Plain Language Me...PSLA LinksPSW Accesssalesweb Aetna He...WebTrends Reports



Secure Member Log-in

Welcome to Aetna's member website

User name

Password

☐ Remember user name

Secure Log In

[Forgot user name?](#) | [Forgot password?](#) | [Log in tips](#)

First-time users

Please sign up for an account.
You will create a user name and password.

Register

[Privacy Center](#) | [Interest-Based Ads Policy](#) | [Terms of Use](#) | [Legal Notices](#) | [Nondiscrimination Notice](#)

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Click on Health & Wellness tab

This opens up a Health & Wellness page, where you need to select the Stay Healthy link

The screenshot shows the Aetna website interface. At the top, there's a banner for the Aetna Health app. Below it, the navigation bar includes links for Home, Claims & Spending, Benefits, Find Care & Pricing, Health & Wellness (circled in red), and Help. The user is logged in as Hemrick Wesley. The main content area features a 'Welcome, Hemrick' message and two promotional cards: 'Get quick care with MinuteClinic®' and 'Personalized Plan Video'. A large purple arrow points from the 'Stay Healthy' link in the 'Discount & Wellness Tools' section to the 'Stay Healthy' link in the 'Access Wellness' section.

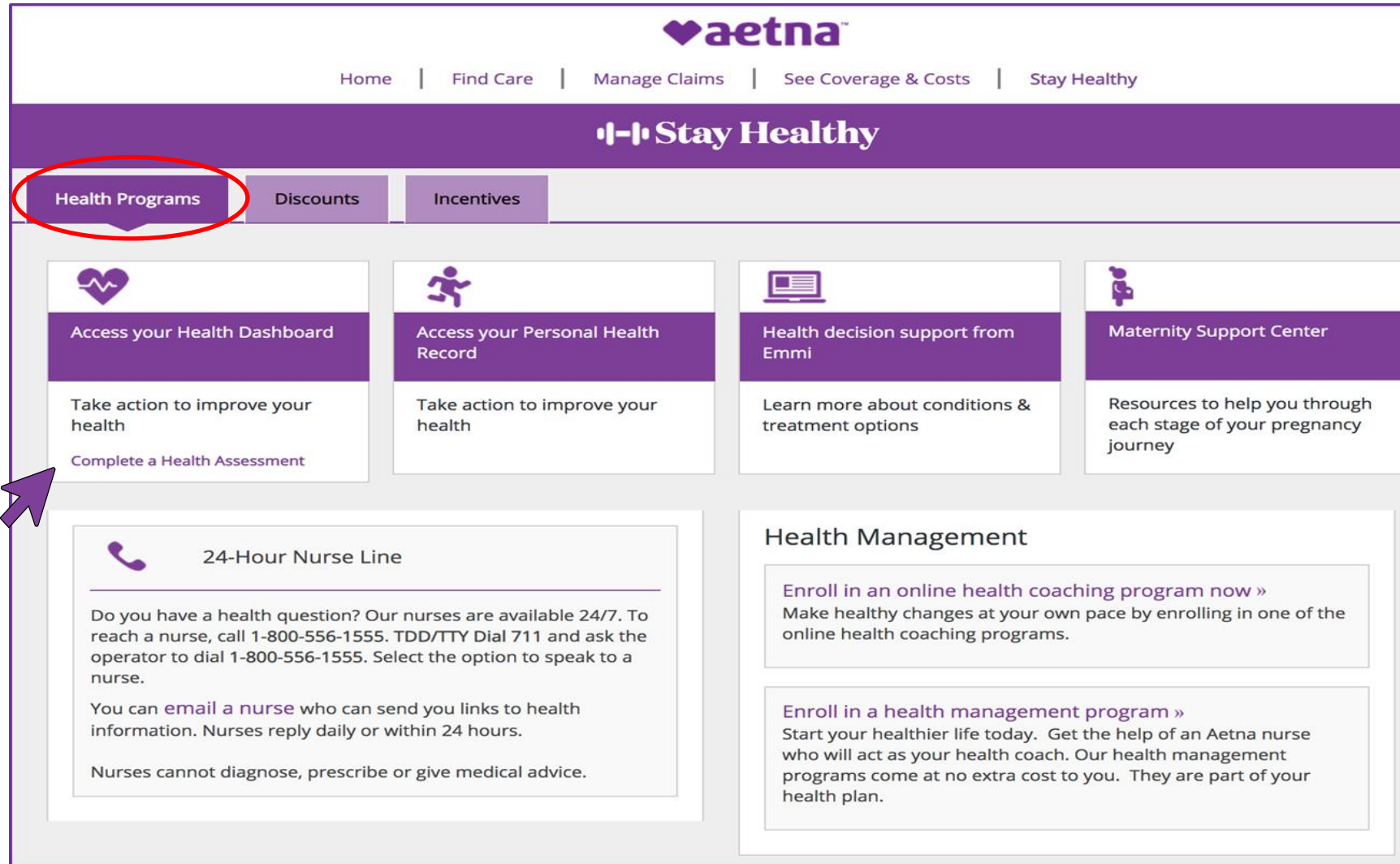
Health & Wellness

Discount & Wellness Tools
Boost your health, save money and achieve your goals.

Stay Healthy
Access your health assessment, health record and personalized health and wellness programs. You can also get helpful information about procedures, conditions and treatments.
[Access Wellness](#)

Get Discounts on Health Products and Services
Save on a variety of health expenses from eye and ear care to fitness and weight management.
[Browse Discounts](#)

To access your Health Dashboard, click on the health assessment link under the Health Programs tab



The screenshot displays the Aetna website's 'Stay Healthy' section. At the top, the Aetna logo is visible, followed by navigation links: Home, Find Care, Manage Claims, See Coverage & Costs, and Stay Healthy. Below these is a purple banner with the 'Stay Healthy' text and a heart icon. Underneath the banner are three tabs: 'Health Programs' (highlighted with a red circle), 'Discounts', and 'Incentives'. The main content area features four cards: 'Access your Health Dashboard' (with a heart icon and a link to 'Complete a Health Assessment'), 'Access your Personal Health Record' (with a person icon), 'Health decision support from Emmi' (with a laptop icon), and 'Maternity Support Center' (with a pregnant woman icon). A purple mouse cursor points to the 'Complete a Health Assessment' link. Below these cards is a '24-Hour Nurse Line' section with a phone icon and text about nurse availability. To the right is a 'Health Management' section with two links: 'Enroll in an online health coaching program now »' and 'Enroll in a health management program »'.

Health Programs | Discounts | Incentives

Access your Health Dashboard
Take action to improve your health
[Complete a Health Assessment](#)

Access your Personal Health Record
Take action to improve your health

Health decision support from Emmi
Learn more about conditions & treatment options


Maternity Support Center
Resources to help you through each stage of your pregnancy journey

24-Hour Nurse Line
Do you have a health question? Our nurses are available 24/7. To reach a nurse, call 1-800-556-1555. TDD/TTY Dial 711 and ask the operator to dial 1-800-556-1555. Select the option to speak to a nurse.
You can [email a nurse](#) who can send you links to health information. Nurses reply daily or within 24 hours.
Nurses cannot diagnose, prescribe or give medical advice.

Health Management
[Enroll in an online health coaching program now »](#)
Make healthy changes at your own pace by enrolling in one of the online health coaching programs.
[Enroll in a health management program »](#)
Start your healthier life today. Get the help of an Aetna nurse who will act as your health coach. Our health management programs come at no extra cost to you. They are part of your health plan.

Complete your health assessment
(required for the Millard wellness program)

Launch your health assessment from the Health Dashboard



Health Dashboard for TEN USABILITY

Member Home

Frequently Asked Questions

My Profile

Home

Log Out

Home

Quick Links

Online Health Programs

Personal Health Record

Health Decision Support from Emmi

Find a Doctor

Healthwise® Knowledgebase


Emotional Health

Health Assessment

Take a quick questionnaire and learn more about your health.

Launch My Health Assessment ▾

You last completed your Health Assessment on December 17, 2020, at 4:46 p.m.



Web Chat Appointments

Your personal Health Coach is now just a keyboard away. Disease Management web chat appointments with a Health Coach are now available. Just call us at 1-866-269-4500 to learn more and schedule your appointment*.


*To best understand your unique health needs, the initial appointment with your Health Coach will take place over the telephone.

Rewards

View your incentives activities and rewards

View My Rewards

Online Health Programs



Our online programs can guide you to improve your health or better manage a chronic condition.

Launch My Programs

Alerts & Tasks

Please be sure to discuss urgent health alerts with your doctor.

Alert


Do you need a test to check your kidneys?

Have you had an HbA1C test?

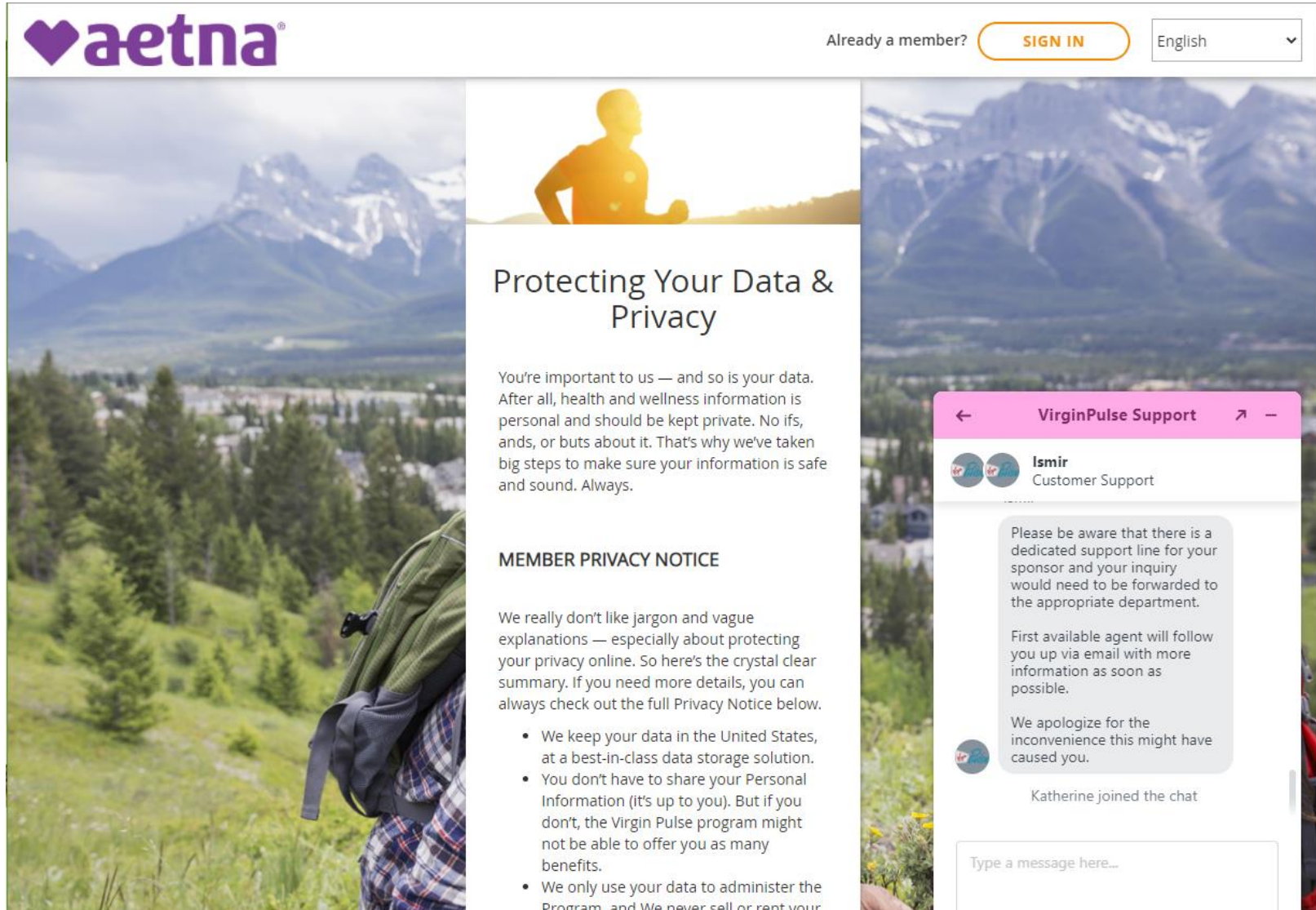
2 items

8

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You will then be re-directed to the Virgin Pulse website. You must acknowledge the privacy notice before moving forward. Rest assured your data is secure and will remain private from your employer.



The screenshot displays the Aetna website interface. At the top left is the Aetna logo. To the right, there is a link "Already a member?" followed by a "SIGN IN" button and a language dropdown menu set to "English". The main content area features a large background image of a mountain landscape. Overlaid on this is a white box titled "Protecting Your Data & Privacy" which contains a paragraph about data security and a "MEMBER PRIVACY NOTICE" section with a bulleted list of privacy commitments. On the right side, a "VirginPulse Support" chat window is open, showing a message from "Ismir" (Customer Support) and a response from "Katherine" (joined the chat). The chat window includes a text input field at the bottom.

Protecting Your Data & Privacy

You're important to us — and so is your data. After all, health and wellness information is personal and should be kept private. No ifs, ands, or buts about it. That's why we've taken big steps to make sure your information is safe and sound. Always.

MEMBER PRIVACY NOTICE

We really don't like jargon and vague explanations — especially about protecting your privacy online. So here's the crystal clear summary. If you need more details, you can always check out the full Privacy Notice below.

- We keep your data in the United States, at a best-in-class data storage solution.
- You don't have to share your Personal Information (it's up to you). But if you don't, the Virgin Pulse program might not be able to offer you as many benefits.
- We only use your data to administer the Program, and We never sell or rent your

VirginPulse Support

Ismir
Customer Support

Please be aware that there is a dedicated support line for your sponsor and your inquiry would need to be forwarded to the appropriate department.

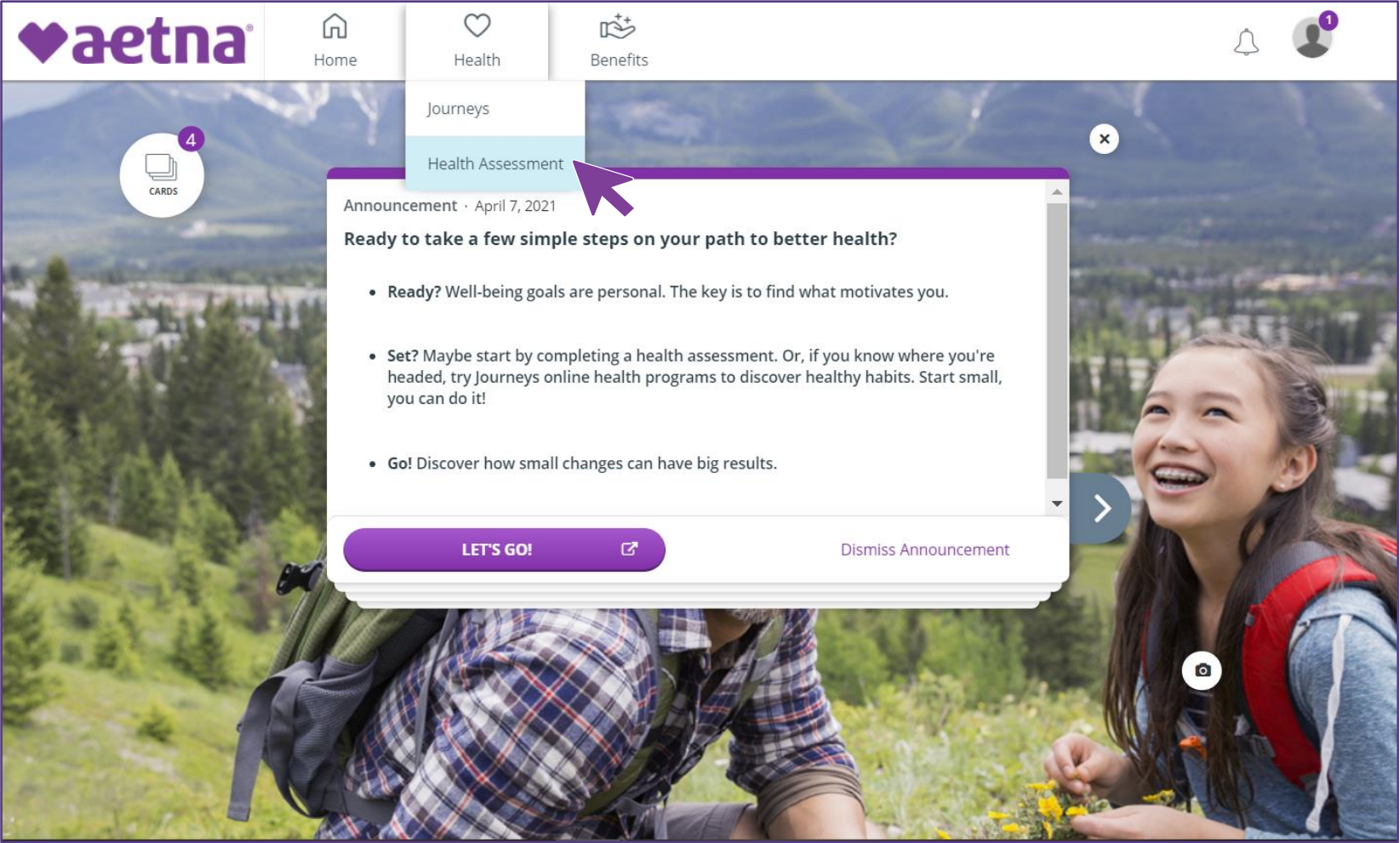
First available agent will follow you up via email with more information as soon as possible.

We apologize for the inconvenience this might have caused you.

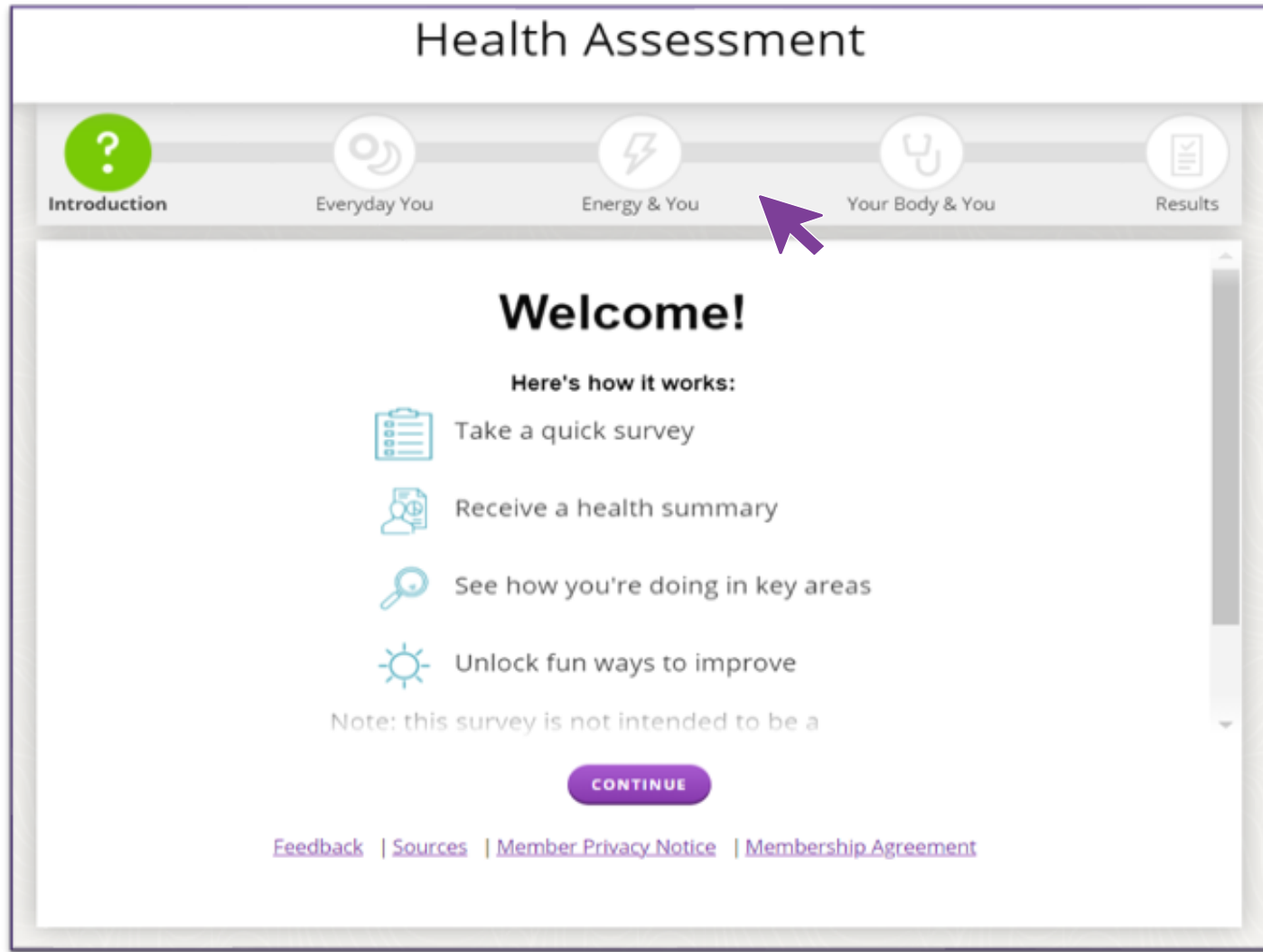
Katherine joined the chat

Type a message here...

Launch the health assessment here



The health assessment



The health assessment has three sections to assess your health:

- **Everyday you** – Asks questions about your lifestyle
- **Energy and you** – Assesses your energy levels, sleep history and physical activity
- **Your body and you** – Focuses on your body and biometric values

The health assessment is fun to complete

It takes only minutes to complete. And, it uses graphics, information bits and varied means of response. Resulting in a better, more engaging experience for you.

The screenshot shows the 'Everyday You' section of a health assessment. The navigation bar at the top includes icons for Introduction, Everyday You (active), Energy & You, Your Body & You, and Results. The main content area features an illustration of three people exercising (one climbing stairs, one running, and one with a golf club). Below the illustration, the text reads: 'I exercise moderately this many days per week:'. A horizontal scale from 0 to 7 is shown, with the number 4 selected and highlighted by a green circle and a blue house icon. A question mark icon is positioned above the scale. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

The screenshot shows the 'Energy & You' section of a health assessment. The navigation bar at the top includes icons for Introduction, Everyday You, Energy & You (active), Your Body & You, and Results. The main content area features an illustration of a person sleeping. Below the illustration, the text reads: 'I get this many hours of sleep on a day off:'. A horizontal scale from 4 to 11+ is shown, with the number 7 selected and highlighted by a green circle and a blue house icon. At the bottom right, there are 'PREVIOUS' and 'NEXT' buttons.

Do you know your numbers? It's ok if you don't.

The image displays two screenshots of a health assessment interface. The top screenshot shows a question: "Do you know your latest blood test numbers?" with two options: "Yes" (indicated by a green checkmark) and "No" (indicated by a red X). A purple arrow points to the "No" option. The bottom screenshot shows a field for "My systolic blood pressure (top number):" with a value of 120 mmHg. Below the field are "PREVIOUS" and "NEXT" buttons. A purple arrow points to the "NEXT" button. Both screenshots have a navigation bar at the top with icons for "Introduction", "Everyday You", "Energy & You", "Your Body & You", and "Results".

You may see numbers in the biometrics field. That's because we'll prepopulate this section with the latest data we have on you.

This can come from your most recent doctor's visit, lab or even what you entered the last time you completed the health assessment.

Of course, you can override this data at any time.

We'll help you on your journey to better health

Introduction Everyday You Energy & You **Your Body & You** Results

I'm confident I can manage stress:

Strongly disagree Strongly agree

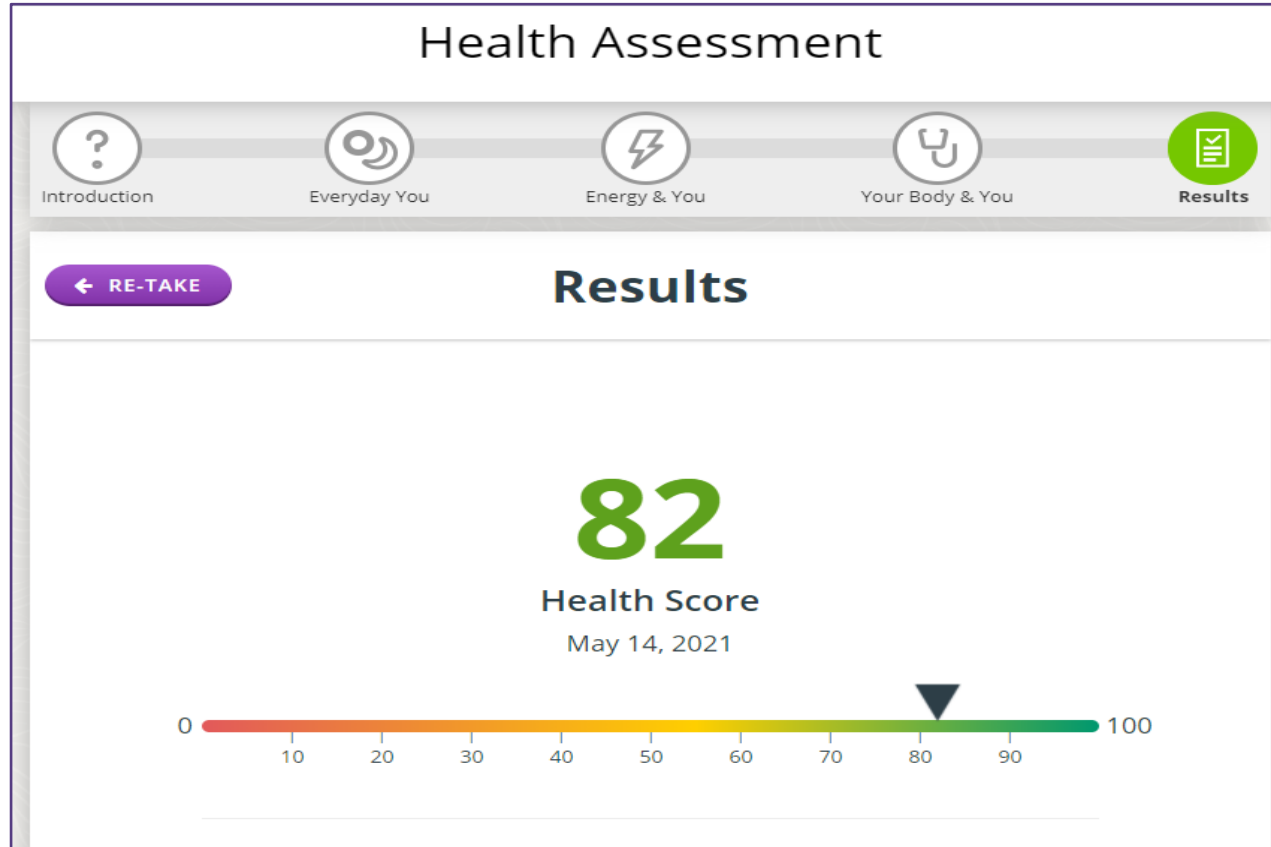
PREVIOUS NEXT

Answer a few questions on your confidence level in changing lifestyle behaviors.

Knowing how you feel helps us help you move forward.

Get results!

Immediately after you complete the health assessment, you'll receive a health report. You can download or print this to share with your doctor.

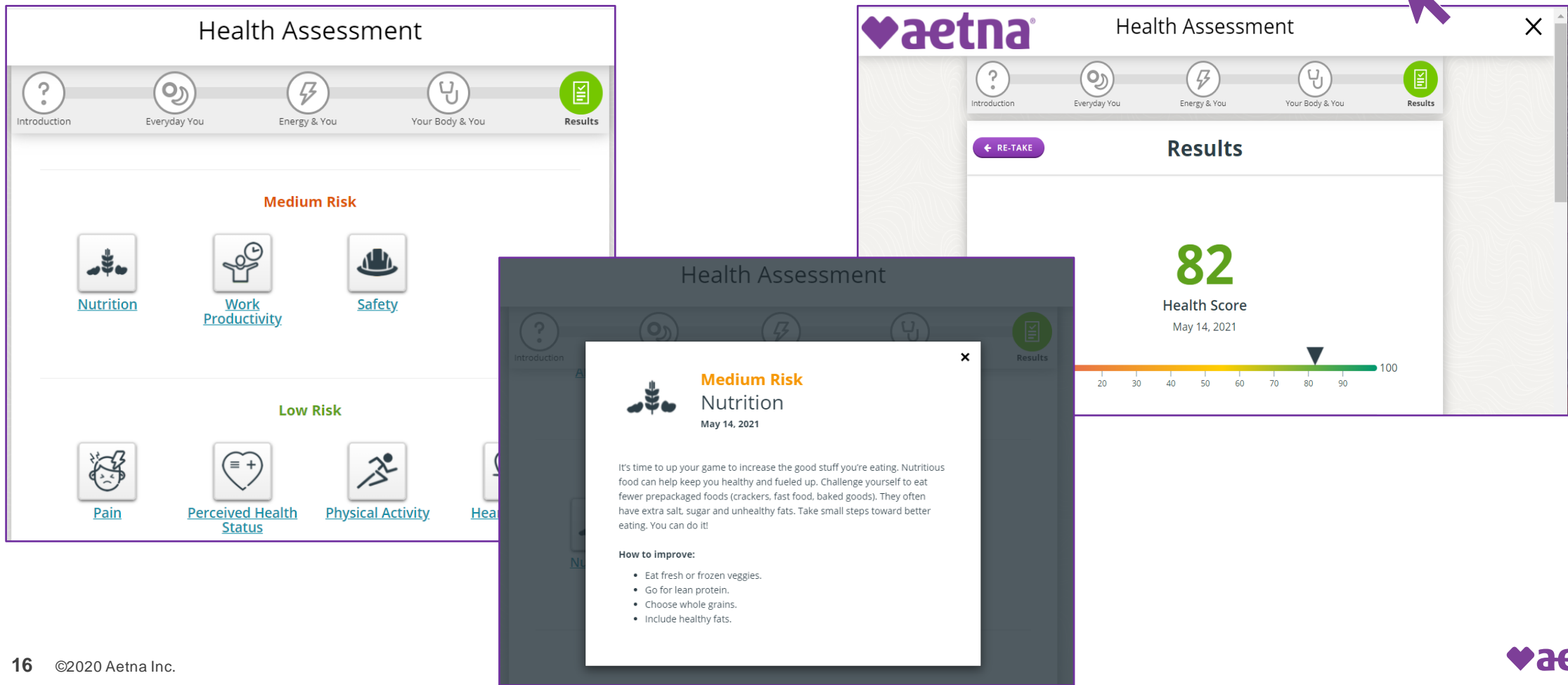


Your health report gives you:

- **A risk score** – Compare it with others who completed the health assessment.
- **Your top strengths** – Shows what you're doing right and why doing these actions are important.
- **Your top health risks** – Tells you where you can improve and why you need to take action.
- **Health risk grid** – Lets you see how you're doing across 15 different health categories.


Get direction

You'll get insights to get you started down the path of better health. We'll provide you with your High, Medium and Low risk levels and share ways to improve each area. Close out of your health assessment and view your recommended Journeys.



Look on your Health Dashboard to confirm completion

Or, you can select the Accomplishments tab from the Goals and Accomplishments tile at the bottom right off your Health Dashboard.


Health Dashboard for TEN USABILITY

Member Home Frequently Asked Questions My Profile Home Log Out

Home

Quick Links

Online Health Programs

Personal Health Record

Health Decision Support from Emml

Find a Doctor

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Rewards

View your incentives activities and rewards

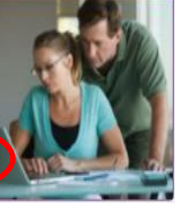
View My Rewards

Health Assessment

Take a quick questionnaire and learn more about your health.

Launch My Health Assessment

You last completed your Health Assessment on December 17, 2020, at 4:46 p.m.




Web Chat Appointments

Your personal Health Coach is now just a keyboard away. Disease Management web chat appointments with a Health Coach are now available. Just call us at 1-866-269-4500 to learn more and schedule your appointment*.

*To best understand your unique health needs, the initial appointment with your Health Coach will take place over the telephone.

Online Health Programs



Our online programs can guide you to improve your health or better manage a chronic condition.

Launch My Programs

Goals & Accomplishments

Goals Accomplishments

2021 2020 2019

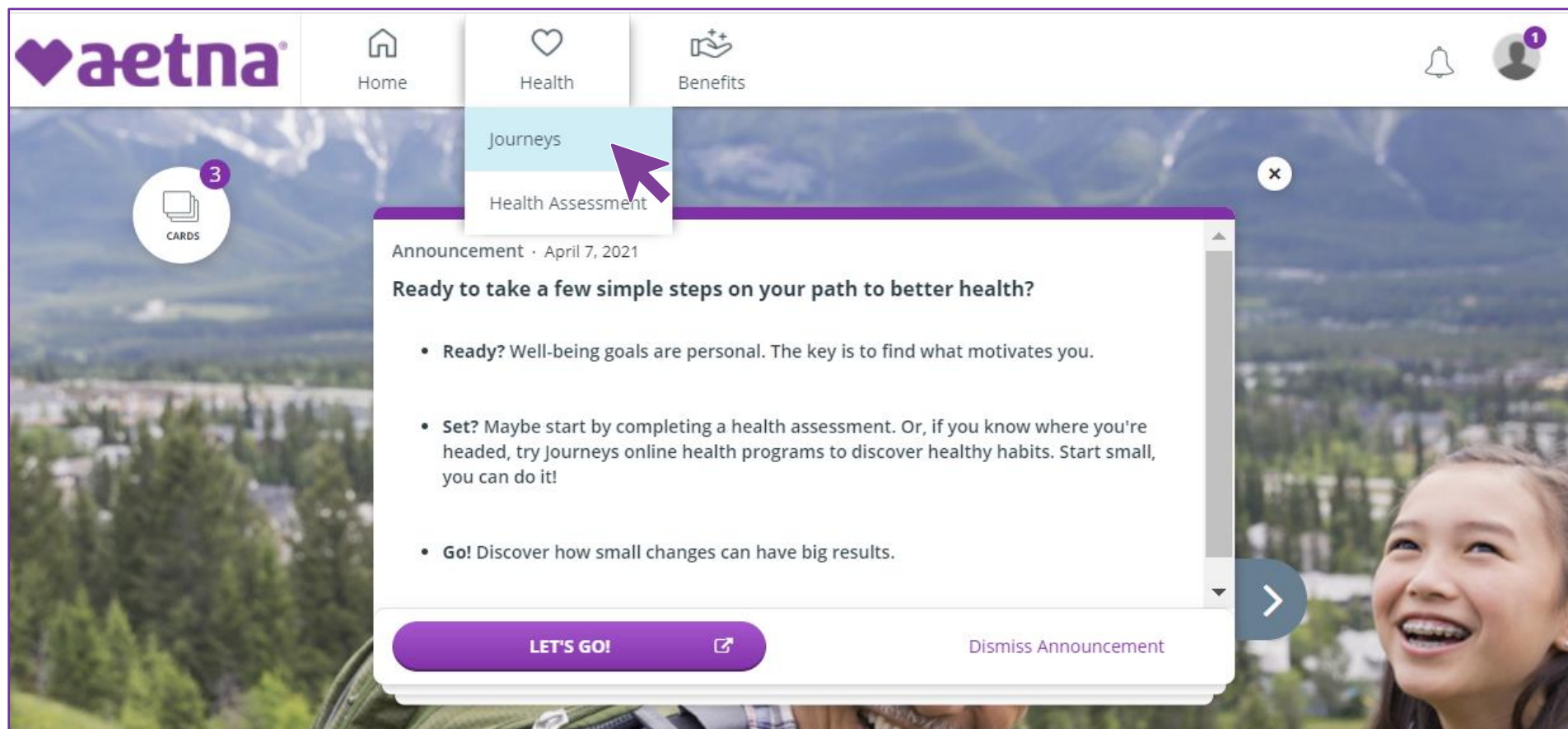
Activity	Completion Date
Completed Ready, Set, Quit Journey	05-17-2021
Completed Health Assessment	04-02-2021

2 items

Complete your Journey (optional)

Launch your Journeys here

Discover what's right for you. We'll show you the areas of focus to reduce your health risks. For example, if you indicate tobacco use in your health assessment, you'll likely see a tile directing you to the tobacco cessation Journeys. Just click on that to show Tobacco Use Journey options. Or, click on the "Explore Topics" or "See All" to view all Journey options.



Find Tobacco Cessation Journeys from all Journey options

The screenshot shows the Aetna website interface. At the top is a navigation bar with the Aetna logo and three icons: Home, Health, and Benefits. Below this are three featured journey cards: 'Beat Lower Back Pain' (10 Days to Complete), 'Ease Arthritis Pain' (10 Days to Complete), and 'Move Better With Arthritis' (14 Days to Complete). Below these is a section titled 'Being Tobacco-Free'. This section contains four journey cards: 'Consider Becoming Smoke-Free' (0 of 19 Days Complete), 'No Thanks, I'm Smoke-Free' (0 of 19 Days Complete), 'Prepare to be Smoke-Free' (20 Days to Complete), and 'Ready, Set, Go Smoke-Free' (15 Days to Complete). A purple arrow points to a 'View All (5)' link in the top right corner of the 'Being Tobacco-Free' section.

Home **Health** **Benefits**

Beat Lower Back Pain
10 Days to Complete

Ease Arthritis Pain
10 Days to Complete

Move Better With Arthritis
14 Days to Complete

Being Tobacco-Free

Consider Becoming Smoke-Free
0 of 19 Days Complete

No Thanks, I'm Smoke-Free
0 of 19 Days Complete

Prepare to be Smoke-Free
20 Days to Complete

Ready, Set, Go Smoke-Free
15 Days to Complete

[View All \(5\)](#)

It's easy to find the Tobacco Focus Journeys under the "Being Tobacco-Free" section. Just scroll down towards the bottom and click "View All".

Select your Tobacco Use Journey

The screenshot shows the Aetna website's 'JOURNEYS' section. The top navigation bar includes the Aetna logo, 'Home', 'Health', and 'Benefits' links, along with a notification bell and a user profile icon. The 'JOURNEYS' title is prominently displayed. On the left, a sidebar lists various journey categories: 'VIEW' (My Journeys (5), All Journeys (50)), 'FILTER BY TOPIC' (ENERGY, FOCUS, DRIVE, HEALTH SITUATIONS), and 'Being Tobacco-Free (5)'. The main content area is titled 'Being Tobacco-Free' and features five journey cards. A purple arrow points to the first card, 'Consider Becoming Smoke-Free', which shows '0 of 19 Days Complete'. The other cards are 'No Thanks, I'm Smoke-Free' (0 of 19 Days Complete), 'Prepare to be Smoke-Free' (20 Days to Complete), 'Ready, Set, Go Smoke-Free' (15 Days to Complete), and 'Stay on Track, Stay Smoke-Free' (18 Days to Complete).

JOURNEYS

VIEW

- My Journeys (5)
- All Journeys (50)

FILTER BY TOPIC

ENERGY

- Getting Active (5)
- Eating Healthy (5)
- Sleeping Well (5)

FOCUS

- Reducing Stress (5)

DRIVE

- Managing My Finances (5)
- Embracing Diversity (2)

HEALTH SITUATIONS

- Alcohol Use (1)
- Anxiety & Depression (1)
- Back, Muscle & Joint Health (3)
- Being Tobacco-Free (5)**
- Blood Pressure (1)
- Cholesterol (1)
- Coronavirus (COVID-19) (3)
- Diabetes (1)


Being Tobacco-Free

- Consider Becoming Smoke-Free**
0 of 19 Days Complete
- No Thanks, I'm Smoke-Free**
0 of 19 Days Complete
- Prepare to be Smoke-Free**
20 Days to Complete
- Ready, Set, Go Smoke-Free**
15 Days to Complete
- Stay on Track, Stay Smoke-Free**
18 Days to Complete


Select the Tobacco Journey that fits your needs and click on it to get started.

Find out more about your Journey


Being Tobacco-Free




Consider Becoming Smoke-Free
0 of 19 Days Complete



No Thanks, I'm Smoke-Free
0 of 19 Days Complete



Prepare to be Smoke-Free
20 Days to Complete



Ready, Set, Go Smoke-Free
15 Days to Complete

Not sure which one is right? Just click on the Journey name tell you more about the Journey and what you'll need to do to complete it. It will also show you how many days it will take to complete the Journey.

JOURNEYS

Journeys > Prepare to be Smoke-Free

Prepare to be Smoke-Free

Sources

HEALTHY HABIT GOAL:

Pause and Replace


Did you pause when you would normally smoke, and do something else instead?

The steps in this Journey will help you prepare and practice for tracking this habit.

Time To Build The Habit:
20 Days

How to Get There:

- 1 Check in each day for your next step. It only takes a minute.
- 2 Often, your daily step will ask you to do something, but sometimes, all you need to do is read the step.
- 3 Once you've done enough steps, we'll prompt you to try the habit above. Try to do this habit every day, and keep coming back to this journey for supportive steps.





ABOUT THIS JOURNEY


It's not easy to become smoke-free. Preparation is the key. Learn what prompts you to smoke. Then plan ways to get past those situations. Get support and tips from someone who has successfully stopped smoking. Prepare a path that will help you to stop smoking for good.


START


Your Journey begins





Home



Health


Benefits






Prepare to be Smoke-Free

 Sources

HEALTHY HABIT GOAL:

Pause and Replace




Did you pause when you would normally smoke, and do something else instead?

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ABOUT THIS JOURNEY

It's not easy to become smoke-free. Preparation is the key. Learn what prompts you to smoke. Then plan ways to get past those situations. Get support and tips from someone who has successfully stopped smoking. Prepare a path that will help you to stop smoking for good.

START



Complete your Journey through Steps

No Thanks, I'm Smoke-Free


Sources

GOAL & PROGRESS

Complete 19 Steps0 / 19

MY COMPLETED STEPS

Put a Rock in Your Pocket



Put a Rock in Your Pocket

Sometimes you just have to wait out a smoking craving.

Find a small stone or pebble. Carry it in your pocket. (If you have kids in your life, ask one to select or paint a special rock for you.) Hold it while you're driving. And drinking coffee. Or whenever the urge hits.

Think of it as your personal worry stone. A rock to keep you busy when you feel fidgety because of a craving.

It's a small symbol to help keep you strong. And remind you of the reasons you want to be a nonsmoker.


Carry a worry stone to hold when the urge to smoke strikes.

WILL DO

Show a Different Step

Read the next Step and click on “Will Do” or if that Step isn’t for you, click “Show a Different Step”.

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24

Complete you Step, then check back in the next day

The Progress Bar shows you how many Steps you've completed. You can complete one Step per day.



No Thanks, I'm Smoke-Free


Sources

GOAL & PROGRESS

Complete 19 Steps 1 / 19

MY COMPLETED STEPS

Put a Rock in Your Pocket



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Think of it as your personal worry stone. A rock to keep you busy when you feel fidgety because of a craving.

It's a small symbol to help keep you strong. And remind you of the reasons you want to be a nonsmoker.

Carry a worry stone to hold when the urge to smoke strikes.

Completed
Come back tomorrow for your next step.

Congratulations on completing your Journey

JOURNEYS

[Journeys](#) > [Change Your Workout](#) > [Do Strength Outside a Workout](#)

Change Your Workout

 Sources

GOAL & PROGRESS

Completed 10 Steps 10 / 10

✓

Journey Last Completed: 03/26/20

Take the Journey Again

You can restart your Journey anytime. This will clear your completed steps so you can start from the beginning.

RESTART JOURNEY



Do Strength Outside a Workout

How you know you completed a Journey from your Journey page

Change Your Workout

Sources

GOAL & PROGRESS

Completed 10 Steps 10 / 10

Journey Last Completed: 03/26/20

Take the Journey Again

You can restart your Journey anytime. This will clear your completed steps so you can start from the beginning.




There are several ways to know you completed a Journey.

The Progress bar will be green with a check mark and, the date you completed the Journey will be listed underneath. You can also navigate to the “Revisit A Journey” section.


Revisit A Journey

[View All \(5\)](#)


You can view the steps in completed Journeys, or restart from the beginning.




Beat the Blues
Last Completed: 01/21/21



Choose a New Attitude
Last Completed: 11/09/20




Move to Lose
Last Completed: 09/17/20



Change Your Workout
Last Completed: 03/26/20

Or, look on your Health Dashboard to confirm completion

You can select the Accomplishments tab from the Goals and Accomplishments tile at the bottom right off your Health Dashboard.



Health Dashboard for TEN USABILITY

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Goals & Accomplishments

Goals

Accomplishments

2021

2020

2019

Activity	Completion Date
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Completed Health Assessment	04-02-2021

2 items

